

Scaling AI's Impact in State and Local Government

From bolstering cybersecurity, to supporting data-driven decision-making, state and local governments are harnessing the power of AI to benefit the people and communities they serve.

Fielded from November to December 2024, GovExec's Insights and Research Group surveyed 300 state and local government employees predominantly in IT and program management roles to understand how their organization is using AI today and their plans to scale AI adoption in the future.

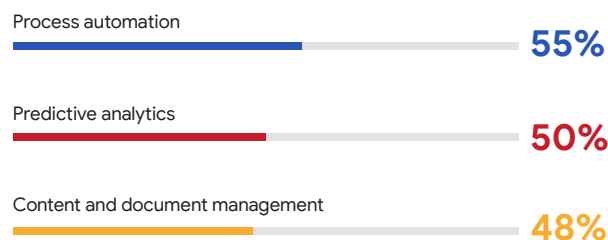
What's New

94% of respondents foresee an increase in AI usage in their agency over the next 1-2 years.

Current AI Use Cases Include:



Future AI Use Cases Include:



67% of respondents believe that AI will improve their overall efficiency and productivity.

“[AI drives] the ability to provide better customer service to the citizens of the city, the ability to make more informed decisions and understand the consequences of those decisions.”

- COUNTY OPERATIONS MANAGER

What's Changed

As agencies continue to adopt and scale AI across the organization, their goals and concerns are changing.

“[AI] can analyze local trends, like traffic or public health, enabling us to make data-driven decisions.”

- COUNTY DATA SCIENTIST

Top agency goals for AI implementation have shifted, with a sharper focus on predictive analytics & data analysis for decision making as well as the automation of repetitive processes.



46% of respondents are using AI to support predictive analytics for decision making, up from 37% in 2023.



41% of respondents are using AI to support data collation and analysis for decision making, up from 37% in 2023.



40% of respondents are using AI to drive automation of repetitive processes, up from 37% in 2023.

When it comes to AI, agencies' concerns are waning as compared with a year ago. The top AI-related concern today is skilled staffing.

63% of respondents are concerned about skilled staff, down from 69% in 2023.

58% of respondents are concerned about privacy, down from 71% in 2023.

57% of respondents are concerned about security, down from 77% in 2023.



98% of respondents indicate they will rely on external resources (i.e. commercial providers/vendors) to implement AI goals, as compared to 78% in 2023.

What's Stayed the Same

Agencies remain focused on training agency staff, leveraging cloud platforms to engage with AI technologies, and using AI to enhance constituent engagement.



Training
69% of respondents are investing in agency staff to address the AI skills gap.



Cloud platforms
61% of respondents are leveraging cloud platforms to engage with AI technologies.



Constituent engagement
23% of respondents still see AI as an important pathway to enhanced constituent engagement.